



**Faculty of Cognitive Sciences and Human Development**

**FACTORS INFLUENCING JOB SATISFACTION AND JOB  
COMMITMENT AMONG THE FOOD DELIVERY WORKERS DURING  
COVID-19 PANDEMIC**

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FACTORS INFLUENCING JOB SATISFACTION AND JOB COMMITMENT AMONG THE  
FOOD DELIVERY WORKERS DURING COVID-19 PANDEMIC

DENILSON ANAK MUJAH

This project is submitted in partial fulfilment of the requirements for a

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The project entitled '**FACTORS INFLUENCING JOB SATISFACTION AND JOB COMMITMENT AMONG THE FOOD DELIVERY WORKERS DURING COVID-19 PANDEMIC**' was prepared by **DENILSON ANAK MUJAH** and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours (Human Resource Development).

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**ABSTRACT**  
**FACTORS INFLUENCING JOB SATISFACTION AND JOB COMMITMENT AMONG**  
**THE FOOD DELIVERY WORKERS DURING COVID-19 PANDEMIC.**

**Denilson Anak Mujah**

The purpose of this study is to identify the factors influencing job satisfaction and job commitment among the food delivery workers during the COVID-19 pandemic. This study is using a qualitative methodology and this research has been conducted among food delivery workers in Bintulu, Sarawak. A set of interview questions was used as the research instrument in this study. Moreover, five (5) informants has been interviewed by the researcher and the data was collected based on the interview session. Also, all the data collection has been analyzed and further discussed by the researcher. Based on the findings, it had shown that factors such as salary offered, customer's attitude, responsibilities, and services were influencing the food delivery workers' job satisfaction. Meanwhile, the findings show that factors influencing job commitment among food delivery workers were flexible time, knowledges, and colleagues. In additional, the findings also show food delivery workers face some issues and challenges like safety, weather conditions and strict standard operating procedures (SOP). Thus, from the findings that has been discussed and analyzed, the recommendations were made to the organization, HR practitioners, and future researchers.

Keywords: Job Satisfaction, Job Commitment, Issues and Challenges, Food Delivery workers, COVID-19

**ABSTRAK**  
**FAKTOR-FAKTOR YANG MEMPENGARUHI KEPUASAN KERJA DAN KOMITMEN**  
**KERJA DALAM KALANGAN PEKERJA-PEKERJA PENGHANTAR MAKANAN**  
**SEMASA PANDEMIK COVID-19.**

**Denilson Anak Mujah**

Tujuan kajian ini dijalankan adalah untuk mengenal pasti faktor-faktor yang mempengaruhi kepuasan kerja dan komitmen kerja dalam kalangan pekerja-pekerja penghantar makanan semasa pandemik COVID-19. Kajian ini adalah kajian kualitatif dan telah dijalankan kepada pekerja-pekerja penghantar makanan di Bintulu, Sarawak. Set soalan temu bual telah digunakan sebagai instrumen kajian ini. Tambahan pula, seramai lima (5) informan telah ditemu bual dan data-data telah dikumpul berdasarkan sesi temu bual yang telah dijalankan. Pengumpulan data telah dibuat dan dikaji oleh pengkaji. Berdasarkan dapatan kajian menunjukkan faktor-faktor yang mempengaruhi kepuasan kerja penghantar makanan adalah seperti tawaran gaji, tingkah laku pelanggan, tanggungjawab dan perkhidmatan. Manakala, faktor-faktor yang mempengaruhi komitmen kerja penghantar makanan pula adalah seperti masa fleksible, pengetahuan, dan rakan sekerja. Selain itu, dapatan kajian juga menunjukkan pekerja-pekerja penghantar makanan juga menghadapi beberapa isu dan cabaran seperti keselamatan, keadaan cuaca, dan garis panduan (SOP) yang ketat. Oleh hal yang demikian, berdasarkan dapatan yang telah dianalisa dan dibincangkan oleh pengkaji, beberapa cadangan telah dikemukakan kepada organisasi, pengamal sumber manusia, dan penyelidik masa hadapan.

Kata kunci: Kepuasan kerja, Komitment kerja, Isu dan cabaran, pekerja penghantar makanan, COVID-19

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 Introduction**

In this chapter, it describes about the background of study, problem statement, research objectives, research questions, significance of the study, limitations of study, and definition of terms.

### **1.1 Background of Study**

In today's world, job satisfaction and job commitment are elements that very crucial and vital to the employees. This is because an employee that feel satisfied and committed with their work, they will come out with high productivity and good performance. Moreover, the characteristics of an employee that have good satisfaction and commitment are that they become more energetic, proactive, productive and give all their can to the organization.

Job satisfaction is one of the interesting topics to investigate on. Job satisfaction is often been determined by how well the outcomes meet or exceed the expectations. Job satisfaction comprises the degree of an individual's feeling towards and satisfaction with current job activities, the achievements, responsibilities and as well as the degree of an individual's satisfaction will all aspects that happened directly or indirectly related to the current job and job content (Chang & Chang, 2007). Next, job satisfaction also has a great influence on the performance of the employees and to their organization. This is because job satisfaction has results in better work performance

of an individual employee. Other than that, Hasibuan (2007) stated that job satisfaction is an emotional attitude in the form of pleasant and love the job.

In the past studies, job satisfaction was linked with various of variables such as job performance, turnover, leadership styles, organizational culture and work-life balance (Shaju & Subhashini, 2017; Mullen, Malone, Denney & Santa Dietz, 2018; Asghar & Oino, 2017; Chang & Lee, 2007; Abdirahman, 2018). Moreover, these past studies also mainly conducted in the developed and developing countries like the United States, South Africa, Nigeria and India. Therefore, job satisfaction has been studied in various ways.

Meanwhile, job commitment is the feeling of responsibilities that an individual has towards the mission and goals of the organization. This is because when an individual employee has job commitment, they are more likely to perform the tasks well and this will help the organization to achieve goals. Now, job commitment is a phenomenon increasingly studied in relation to variables like job performance, emotional intelligence, work engagement and employee engagement (Batool, Parveen, & Batool, 2017; Pourtousi & Ghanizadeh, 2020; Kulsoom, 2020)

However, the Coronavirus disease 2019 (COVID-19) outbreak has given major hit impacts towards many industries here in Malaysia. Today, the increasing number of COVID-19 daily cases in Malaysia has affected some sectors in the country such as economic sectors, education sectors, and healthcare sectors. For instances, in the economic sectors, some business was badly impact from this pandemic like the aviation industry, millions of losses faced by this industry as air travel continue to face travel restrictions. These impacts have led the company to laid off thousands of employees that working in the industry. Meanwhile, some industries are spike up and booming even during in this pandemic time. For example, the food delivery industry is one of the sectors

that have been growing for the past few months. This is because increased in food delivery demand during this COVID-19 pandemic

There should be more research conduct on job satisfaction and job commitment since the impact of Covid-19 pandemic has changed the landscape of work. Since there are few recent studies on the food delivery industry in Malaysia, therefore, this study aims to investigate what are the factors influencing job satisfaction and job commitment among food delivery riders during this COVID-19 pandemic.

## 1.2 Problem Statements

The researcher has identified that there are some problems or gaps found for this research. First and foremost, the researcher found out that there were many research of job satisfaction and job commitment were conducted in quantitative method instead of qualitative method. This is because past researchers were conducted their research in a large number of target group or sample size to get respondents. The past researchers get their results and findings based on data that they obtained from the quantitative approaches like survey, polls and questionnaire. Therefore, the researcher will use qualitative method in this study to examine what are the factors influencing job satisfaction and job commitment among the food delivery riders.

Next, there is a necessity to conduct a study of factors influencing job satisfaction and job commitment in Malaysia. Although there are many studies on job satisfaction and job commitment in the country since early 1990s, but there are still few of research on this topic in Sarawak. This is because based on the previous studies conducted, there was many researches conducted were in the western countries like the United Kingdom, United States of America (USA), African countries such as Nigeria, Ghana and Algeria, and Asia countries such as India, Pakistan and Saudi Arabia. There are still lack of study on job satisfaction and job commitment in the local context especially in qualitative research. In Malaysia, there is existence of significant culture different between Malaysia with the western countries. One of it is that Malaysia culture is more collective and respectful toward hierarchy and elders. So, differences of culture might affect result in job satisfaction and also job commitment in the workplace.

Apart from that, another gap is due to lack of research in the food delivery industry. This is because many past studies were conducted mainly among the academicians, health care workers, public and private sectors, and manufacturing sectors. But there are few recent studies

conducted in the food delivery industry. Therefore, this is the time for the researcher to conduct the research on the factors that influencing job satisfaction and job commitment among the food delivery riders in during Covid-19 pandemic.

In conclusion, the factors influencing job satisfaction and job commitment should be investigate more specifically since the food delivery industry is demanding and blooming especially during this COVID-19 pandemic. The researcher tends to explore in details on the factors influencing employee's job satisfaction and job commitment among the food delivery riders.

### **1.3 Research Objective**

#### **1.3.1 General Objective**

To investigate factors influencing job satisfaction and job commitment among food delivery riders during COVID-19 pandemic.

#### **1.3.2 Specific Objectives**

The specific objectives for this research are:

- a) To identify factors influencing job satisfaction among the food delivery riders during the COVID-19 pandemic.
- b) To identify factors influencing job commitment among the food delivery riders during the COVID-19 pandemic.
- c) To examine issues and challenges faced by the food delivery riders during the COVID-19 pandemic.

## **1.4 Research Questions**

The research questions of this study are:

- a) RQ<sub>1</sub>: What are the factors influencing employee's job satisfaction among the food delivery workers during COVID-19 pandemic?
- b) RQ<sub>2</sub>: What are the factors influencing employee's job commitment among the food delivery workers during COVID-19 pandemic?
- c) RQ<sub>3</sub>: What are the issues and challenges faced by the food delivery workers during COVID-19 pandemic?



### **1.5 Significance of the study**

For this research, there are some reasons why this research is conducted. First and foremost, this research has a significant among the employees that working in the food delivery industry. This is because when this research is conducted, the employees may know what are the factors, issues and challenges that influence their job satisfaction and job commitment.

Next, this research is important to helps the organization and human resource (HR) practitioners to identify the factors, issues and challenges that influence job satisfaction and job commitment among the food delivery workers. Moreover, it also helps the HR practitioners to develop and design new strategies based on the findings of this research later. Therefore, the HR practitioners will know the important of job satisfaction and job commitment to the employees.

On the other hand, this research also important for researchers that have interest and similar research theme about this topic. This is because this research will give exposure to the researchers about the factors that can influenced job satisfaction and job commitment during this COVID-19 pandemic. Therefore, the researchers will find out useful information and findings from this research.

## **1.6 Limitations of Study**

This research study consists of few limitations. First of all, this study is being conducted only among the food delivery riders in Bintulu, Sarawak. The findings and results from this research will be based on the data collected from the interview session with the informants that selected among the food delivery riders only. Next, the sample size of this research is small whereby this research is only focusing on one organization only. Besides, there is only one method that used throughout this study which is interview session. Therefore, the final result might not accurate as other method such as questionnaire survey. Lastly, this research might have time constraint whereby the interview sessions with the informants is only can be held after working hours.

## **1.7 Definition of Terms**

The terms that are used in this study are defined in two types, which are conceptual definition and operational definition. Also, in this research, it will be having two definition of terms, which is job satisfaction and job commitment.

### **1.7.1 Job Satisfaction**

#### Conceptual Definition

According to Kreitner and Kinicki (2005), they defined that job satisfaction is an effective or emotional response towards various facets of one's job. It is a positive feeling about one's job resulting from and evaluation of its characteristics (Robbins & Judge, 2009).

#### Operational Definition

In this study, job satisfaction is an important element that shows employee's enjoyment and willingness to work to achieve goals. Besides, job satisfaction is also referred to employee's value and sense of work-related achievement which is influenced by factors such as salary and benefits, achievements, and work environment.

### **1.7.2 Job Commitment**

#### Conceptual Definition

Bryon (2010) stated that job commitment is a personal characteristic that can be reliable and trustworthy. Besides, job commitment is the bond employees' experiences with their organization. Employees who are committed with their organization will feel a

connection with their organization, feels that they are fit in and understand the goals of the organization (Walnwlght, 2019).

### Operational Definition

Job commitment in this study referred to the employee's loyalty to the organization. Also, job commitment is about employee's desire to work for the company as well as have a sense of belonging to the organization.

## **1.8 Summary**

Overall, this chapter begins with an overview of the background of the study and problem statement of this study. Then, it also presents about the research objectives, research questions, significance of the study, limitations of the study, and definition of terms. The next chapter is discussing on literature review.